Quantity Purchase Agreement Qty Purchase Agreement QPA Number With The State Of Indiana 0000000000000000000011717

Vendor LANGUAGE LINE SERVICES

PO BOX 202564 Remit to:

DALLAS TX 75320-2564

LANGUAGE LINE SERVICES Name and Address Cntct: JOE MATTHEWS

of Vendor: ONE LOWER RAGSDALE DR BLDG 2

MONTEREY CA 93940

Page 000000000000000000011717 1 **of** 2

Requisition Nbr.: **Telephonic Interpretation**

Effective Date: 09/27/2010 **Expiration Date:** 09/26/2012

Agency Number:

Facility: **RFP 9-82** Vendor ID: 0000079575 Vendor Telephone Nbr: 1-800-316

Name Of Contact Pers: JOE MATTHEWS

FAX Number:

In accordance with your bid, submitted in response to the above referenced solicitation, the Vendor agrees that the Indiana Department of Administration, Procurement Division, has the option to purchase the items listed below under the terms of this agreement.

The Vendor agrees to charge these prices for any products ordered on any QPA release received after the expiration of the QPA but issued prior to the expiration date. The quantity listed herein is an estimate of the requirements. The state may order substantially more or substantially less pursuant to the terms of this agreement. Orders are to be delivered only upon receipt of properly approved Quantity Purchase Award Release.

Line Number Quantity UNIT

Article and Description

Unit Price

The Telephonic Interpretation contract establishes 24 hour / 7day a week interpretative services. The rates are billed by the minute based on the language selected. The Contractor has educational materials, and provides awareness training, to assist those interacting with Limited English Proficient persons for example, cards to communicate that interpretative services are being provided at no cost to the person). The Contractor also provides upon request phone receiver splitters, and four way conference calling at no additional cost to the State. In the event that the services were not satisfactory, please contact DOA Vendor Manager, Roxie Coble, rcoble@idoa.in.gov, 234-4251.

Contractor shall provide services for the following languages, Acholi, Afrikaans, Akan, Albanian, Amharic, Arabic, Arakenese, Armenian, Assyrian, Azerbaijani, Azeri, Bahasa, Bajuni, Bambara, Basque, Behdini, Belorussian, Bengali, Berber, Bosnian, Bravanese, Bulgarian, Burmese, Cantonese, Catalan, Chaldean, Chaochow, Chavacano, Cherokee, Chin, Chuukese, Cree, Croatian, Czech, Dakota, Danish, Dari, Dinka, Diula, Dutch, Estonian, Ewe, Farsi (Persian), Fijian Hindi, Finnish, Flemish, French, French Canadian, Fukienese, Fula, Fulani, Fuzhou, Ga, Gaddang, Gaelic, Georgian, German, Gorani, Greek, Gujarati, Haitian Creole, Haaka, Hakka-China, Hassaniyya, Hausa, Hebrew, Hindi, Hmong, Hokkien, Hunanese, Hungarian, Ibanag, Ibo, Icelandic, Igbo, Ilocano, Indonesian, Inuktitut, Italian, Jakartanese, Japanese, Javanese, Kanjobal, Karen, Karenni, Kashmiri, Kazakh, Khmer (Cambodian), Kinyarwanda, Kirghiz, Kirundi, Korean, Kosovan, Krio, Kurdish, Kurmanji, Laotian, Latvian, Lingala, Lithuanian, Luganda, Luo, Luxembourgeois, Maay, Macedonian, Malagasy, Malay, Malayalam, Maltese, Mandarin, Mandingo, Mandinka, Marathi, Marshallese, Mien, Mina, Mirpuri, Mixteco, Moldavan, Mongolian, Montenegrin, Moroccan Arabic, Navajo, Neapolitan, Nepali, Nigerian Pidgin English, Norwegian, Nuer, Oromo, Pahari, Pampangan, Pangasinan, Pashto, Patois, Pidgin English, Polish, Portuguese, Portuguese Creole, Pothwari, Pulaar, Punjabi, Quichua, Romani Vlach, Romanian, Russian, Samoan, Serbian, Shanghainese, Sichuan, Sicilian, Sinhalese, Sindhi, Slovak, Slovenian, Somali, Soninke, Sorani, Spanish, Sudenese Arabic, Sudenese, Susu, Swahili, Swedish, Sylhetti, Tagalog, Taiwanese, Tajik, Tamil, Telegu, Thai, Tibetan, Tigre, Tigrinya, Toishanese, Tongan, Tshiluba, Turkish, Twi, Ukrainian, Urdu, Uyghur, Uzbek, Vietnamese, Visayan, Wenzhou, Wolof, Yiddish, Yoruba, Yupik.

To access services:

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Contact the agency Procurement office for Agency's 800 number. If Agency does not have an 800 number through Language Line, LLC. Contact Joe Matthews, jmatthews@languageline.com, 1-800-316-5493

To acquire educational tools or awareness training to communicate with Limited English Proficient individuals and to set up billing information: Language Line Services Joe Matthews Major Account Executive jmatthews@languageline.com 1-800-316-5493

Department of Administration Contact: Roxie Coble rcoble@idoa.in.gov 234-4251

9,999,999,999.00 EA 0000000010115539 Interpretation Telephonic nonSpanish

9,9999,999,999.00 EA 00000000100115538 Interpretation Telephonic Spanish

0.8400

1.2200

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Vendor LANGUAGE LINE SERVICES

Remit to: PO BOX 202564

DALLAS TX 75320-2564

Expiration Date: Agency Number:

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Vendor Telephone Nbr: 1-800-316 Name and LANGUAGE LINE SERVICES Name Of Contact Pers: JOE MATTHEWS Address Cntct: JOE MATTHEWS **FAX Number:**

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Unit Price Line Number Quantity UNIT **Article and Description**

The following UN/CEFACT Unit of Measure Common Codes are used in this document:

Each

Signature of Purchasing Officer	Typed Name Date Signed	Signature Of Approval Office Of the State Attorney General Typed Name	Date Signed
Authorized Signature Indiana Department Of Administration Procurement Division 402 West Washington Street, Rm W468 Indianapolis, Indiana 46204			

Telephone: (317) 232-3150

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Telephonic Interpretation

09/27/2010

09/26/2012

RFP 9-82 0000079575